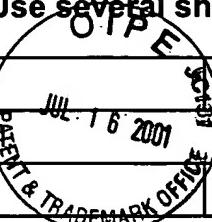


INFORMATION DISCLOSURE CITATION
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Atty. Docket No. 07442-0010-02000		Serial No. 09/540,401	
Applicant	James L. BONEY et al.		
Filing Date	March 31, 2000 Group: 3712		
U.S. PATENT DOCUMENTS			
Examiner Initial*	Document Number	Date	Name
CH	5,311,422	05/10/94	Loftin et al.
CH	5,441,415	08/15/95	Lee et al.
CH	5,544,305	08/06/96	Ohmaye et al.
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CH	5,882,206	03/1999	Gillio
CH	6,074,213	06/2000	Hon
FOREIGN PATENT DOCUMENTS			
	Document Number	Date	Country
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)			
Examiner	<i>Chanda Harris</i>		Date Considered 8/21/01
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Atty. Docket No.	07442-0010-02000			Serial No.	09/540,401		
Applicant	James L. BONEY et al.						
Filing Date	March 31, 2000			Group:	3712		
U.S. PATENT DOCUMENTS							
Examiner Initial*	Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate	
CH	6,064,856	05/16/00	Lee et al.				
CH	5,170,362	12/08/92	Greenberg et al.				
CH	5,823,781	10/20/98	Hitchcock et al.				
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	Document Number	Date	Country	Class	Sub Class	Translation Yes or No	
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
Examiner <i>Chanda Harris</i>	Date Considered <i>8/15/01</i>						
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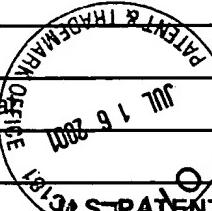
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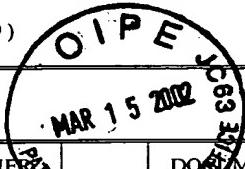
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Applicant	James L. BONEY et al.					
Filing Date	March 31, 2000			Group:	3712	
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Examiner Initial*	Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate
CH	4,609,358	09/02/86	Sangster	—	—	—
CH	4,785,472	11/15/88	Shapiro	—	—	—
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CH	6,074,216	06/13/00	Cueto	—	—	—
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	Document Number	Date	Country	Class	Sub Class	Translation Yes or No
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)						
Examiner	<i>Chanda Harris</i>		Date Considered	8/21/01		
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Applicant	James L. BONEY et al.			Group:	3712	
Filing Date	March 31, 2000					
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Examiner Initial*	Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate
CH	6,154,631	11/28/00	Remschel	_____	_____	_____
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CH	4,295,831	10/20/81	Matt	_____	_____	_____
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	Document Number	Date	Country	Class	Sub Class	Translation Yes or No
CH	WO 99/33041	07/01/99	WIPO	_____	_____	_____
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CH	Lefkowitz, L.S., et al.; "A Knowledge-Based Intelligent Tutoring System for Telephony Operations Support Systems"; Proceedings of the International Conference on Communications (ICC), U.S., New York, IEEE; May 23, 1993, pages 1880-1884					
Examiner	<i>Chanda Harris</i>		Date Considered <u>8/21/01</u>			
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U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. 201969/181	SERIAL NO. 09/540,401
INFORMATION DISCLOSURE STATEMENT BY APPLICANT			
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(PTO-1449)		FILING DATE March 31, 2000	GROUP ART UNIT



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EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
CH	4,798,543	Jan. 17, 1989	Spiece			
CH	4,909,739	Mar. 20, 1990	Ladner et al.			
CH	5,870,768	Feb. 9, 1999	Hekmatpour		10	
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CH	6,033,226	Mar. 7, 2000	Bullen			MAIL ROOM
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OTHER DOCUMENTS (including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER

Chanda L. Harris

DATE CONSIDERED

November 15, 2002

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	201969/181	09/540,401
	APPLICANT	
	James L. Boney et al.	
FILING DATE	GROUP ART UNIT	
March 31, 2000		

A circular stamp with a double-line border. The outer ring contains the text "PATRICK J. HANLEY". The inner circle has "OCT 11 JC11" at the top and "MAY 2 0 2002" in the center.

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EXAMINER

Chanda L. Harris

DATE CONSIDERED

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT		201969/181	09/540,401
(use several sheets if necessary) (PTO-1449)		APPLICANT James L. Boney et al.	
		FILING DATE March 31, 2000	GROUP ART UNIT TECHNOLOGY CENTER 3700

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EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
CH	1 09/365,243		Slattery et al.			7/30/99
CH	2 09/364,045		Slattery et al.			7/30/99
CH	3 09/364,046		Slattery et al.			7/30/99
CH	4 09/364,047		Slattery et al.			7/30/99
CH	5 09/364,048		Slattery et al.			7/30/99

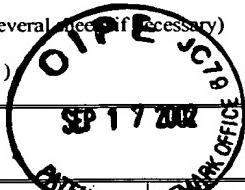
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use several lines if necessary) (PTO-1449)	APPLICANT James L. Boney et al.	
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